**Department of Human Resources**

**OPSEU Job Description**

**Job Title:**  Graduate Studies Records and Registration Officer

**Job Number:** A-173

**NOC:** 1221

**Band:** 8

**Department:** School of Graduate Studies

**Supervisor Title:** Manager, Office of the Dean of Graduate Studies

**Last Reviewed:** June 28, 2016

**Job Purpose**

The Graduate Studies Records & Registration Officer is responsible for coordinating all activities related to graduate student academic records and registration. Working in collaboration with the School of Graduate Studies office team and reporting to the Manager, s/he is responsible for the registration process, academic records, and transcripts for graduate students. Liaises with IT staff on issues related to graduate records. Coordinates and tracks training for GTAs.

**Key Activities**

**RECORDS AND REGISTRATION (40%)**

1. Responsible for the integrity and maintenance of paper and/or electronic graduate student academic records. Responsible for timely, efficient and accurate collection, assessment, distribution and storage of graduate student academic record information as mandated by University policies. Coordinates the disposal of records as mandated by University Policy.
2. Ensures the integrity of student enrolment information required to support quality assurance requirements and official government reporting by using diagnostic reports and working with graduate academic areas to reconcile registration data.
3. Develops and implement systems and procedures which improve services to Graduate Studies and contributes to the goals and strategic objectives.
4. Maintains the University graduate student information system. Liaises with IT to develop and/or revise systems and resolve system errors.
5. Ensures graduate student registration and records are complete and accurate. Maintains security and access to student records according to policies and legislation.
6. Researches, analyzes and resolves graduate student issues as related to their academic record.
7. Conducts registration and financial reviews of student accounts. Applies refunds and adjustments to student accounts based on financial audits as required.
8. Contributes and coordinates the compilation and distribution of School of Graduate Studies orientation packages, ensuring information is accurate and current.
9. Oversees the graduate grade input process to the student record in a timely and accurate manner. Monitors incomplete grades, grade appeals and grade changes and notifies Dean and/or Graduate Program Directors of outstanding concerns
10. Responsible for the collection and input of all graduate courses in the student information system. Ensures the course repository is maintained and that the graduate timetable and calendar is accurate as per academic regulations.
11. Ensures timely processing and communication of changes to student status (full time, part time, leave of absences, time limit extensions, withdrawals, conversions, and degree completion) and monitors status.
12. Acts as a liaison with internal departments such as TIP, Registrar’s Office, Financial Services, Financial Aid, Traill College, Student Services, IT, Dean of Arts and Science office, Human Resources, Bata Library, Science Facilities, student groups etc. on matters directly related to this position.
13. Provides ongoing support to the graduate programs. Identifies knowledge gaps related to area of responsibility. Provides training to administrative staff as required.
14. Develops and maintains standard operating procedures and documentation for areas of graduate record and registration to help ensure consistency for data management. Trains system users as required. Identifies policy deficiencies.
15. Continually evaluates records and registration processes to identify areas for improvement and efficiencies. Implements process improvements as required.
16. Serves as a subject matter expert to students, academic departments, faculty, and staff regarding appropriate interpretation of academic regulations as they relate to graduate registration and records.
17. Makes recommendations to the Dean of Graduate Studies for graduate registration and records matters that may require revision or areas identified for attention.
18. Assists the Graduate Studies Manager with ensuring that the activities of records and registration within the unit’s annual work plan are on track.

**GRADUATION & CONVOCATION (10%)**

1. Coordinates graduate records and registration activities related to graduation.
2. Responsible for the timely and accurate assessment of students for graduation eligibility. Produces the Convocation Roll and requests degree parchments ensuring students names, and degree information is accurate.
3. Coordinates the preparation of information necessary for the orderly procession at Convocation including, but not limited to, the preparation of eligible student lists and the distribution of original and replacement parchments for graduate students.
4. Liaises with the convocation manager in the production of the convocation program for the graduate ceremony. Provides information to alumni for graduating students.
5. Releases theses and dissertations for publication upon review and approval. Attends to the details of licensing, binding and distribution matters. Liaises with Bata Library regarding final thesis submission. Coordinates reimbursements and costs related to defence

**REPORTING & FINANCIALS (15%)**

1. Ensures that accurate information is provided, according to university policies, in a timely manner to external agencies, including degree verification services.
2. Is a designated graduate level employee who acts as a liaison between the University and the Ministry of Education with regard to the maintenance and administration of the OEN.
3. Produces and analyzes, to ensure accuracy and data integrity, graduate data to support graduate program appraisal reviews required by quality assurance.
4. Assists the Manager of Graduate Studies with MTCU reporting three times a year.
5. Assists the Manager of Graduate Studies with the annual enrolment audit and consults with auditors to produce requested reports and diagnostics.
6. Prepares reports for the Dean, programs and management as required.

**OTHER DUTIES (35%)**

1. Co-ordinates a program of workshops, online resources and events to support the training and professional development of the graduate teaching assistantships at the University.
2. Manages the certification requirements of the graduate teaching assistantship program. Identify and award graduate students who complete the certification.
3. Participates in creation and editing of graduate academic calendar, handbooks, and other graduate studies publications.
4. Participates in the annual review with OUAC graduate application processes and communications.
5. Provides support to the Dean and Graduate Studies Manager, as required.
6. Provides assistance to the Graduate Studies Office (including applications, admissions, recruitment, reception, website maintenance and general inquiries).
7. As a member of the Graduate Studies team, provides overload assistance at peak times (recruitment functions, deposits, applications, calculation of grade point averages, student accounts)
8. Liaises with IT to develop and maintain the Graduate student myTrent portal.
9. Leads and/or participates in special projects as required.
10. Assists with institutional recruitment and retention efforts by participating in internal and external events and networks as required.
11. Maintains a thorough knowledge and understanding of relevant University regulations, policies and procedures, confidentiality requirements, provincial and federal legislation including freedom of information and privacy legislation.
12. Assists with the training and oversees work of student assistants.
13. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

Honours University Degree

**Experience Required**

1. Two years of related experience in an academic environment.
2. Proven ability to understand IT and work with/utilize student information systems and ability to work with computer programming.
3. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, and Access) and Colleague (or advanced experience with another student information system (Banner or PeopleSoft). Experience with computer networked environments, Internet and web browsers.
4. Ability to maintain confidentiality.
5. Excellent written, oral, communication skills
6. Demonstrated exceptional interpersonal and customer service skills, with the ability to interact effectively with students, faculty, staff and externals.
7. Accuracy and attention to detail.
8. Ability to work independently in a busy and challenging environment, with the flexibility to assist others.
9. Excellent organizational and ability to prioritize workload in a fast-paced environment.
10. Demonstrated and strong decision making, analytical and problem solving skills.
11. Ability to work accurately in stressful conditions with multiple demands, tight deadlines and changing priorities.
12. Willingness and commitment to keep up-to-date with legislation, best practices, internal policies, procedures and practices.
13. Demonstrated ability to work independently and as a member of a team.